

IMPROVE Manchester

The Process:

1. Identify the process to be addressed
2. Map the Suppliers; Inputs; Process; Outputs; Customers
3. Provide the process customers with an opportunity to have a voice
4. Route Map the process, collect results data, listen to the voice of the process
5. Oust waste and identify root causes of variation before redesigning the new Lean process
6. Validate the new process through careful planning and testing of results
7. Excellence is implemented and Owned, monitored and maintained

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Team Update:

Steve Mole, Director of Finance



Mike Smith, Head of CMPI
(Formerly Head of Application Support and
Development in IT Services)



Jackie Platt, Project Manager
(Formerly Head of School Administration)



Carolyn Price, Project Manager
(Formerly Project Manager MHS)



Daniele Atkinson, Project Manager
(Formerly Occupational Health Services Manager)



Peter Sykes, Project Manager
(Formerly Development Health and Safety Manager for
DSE)



Sarah Helsby, Project Administration Officer



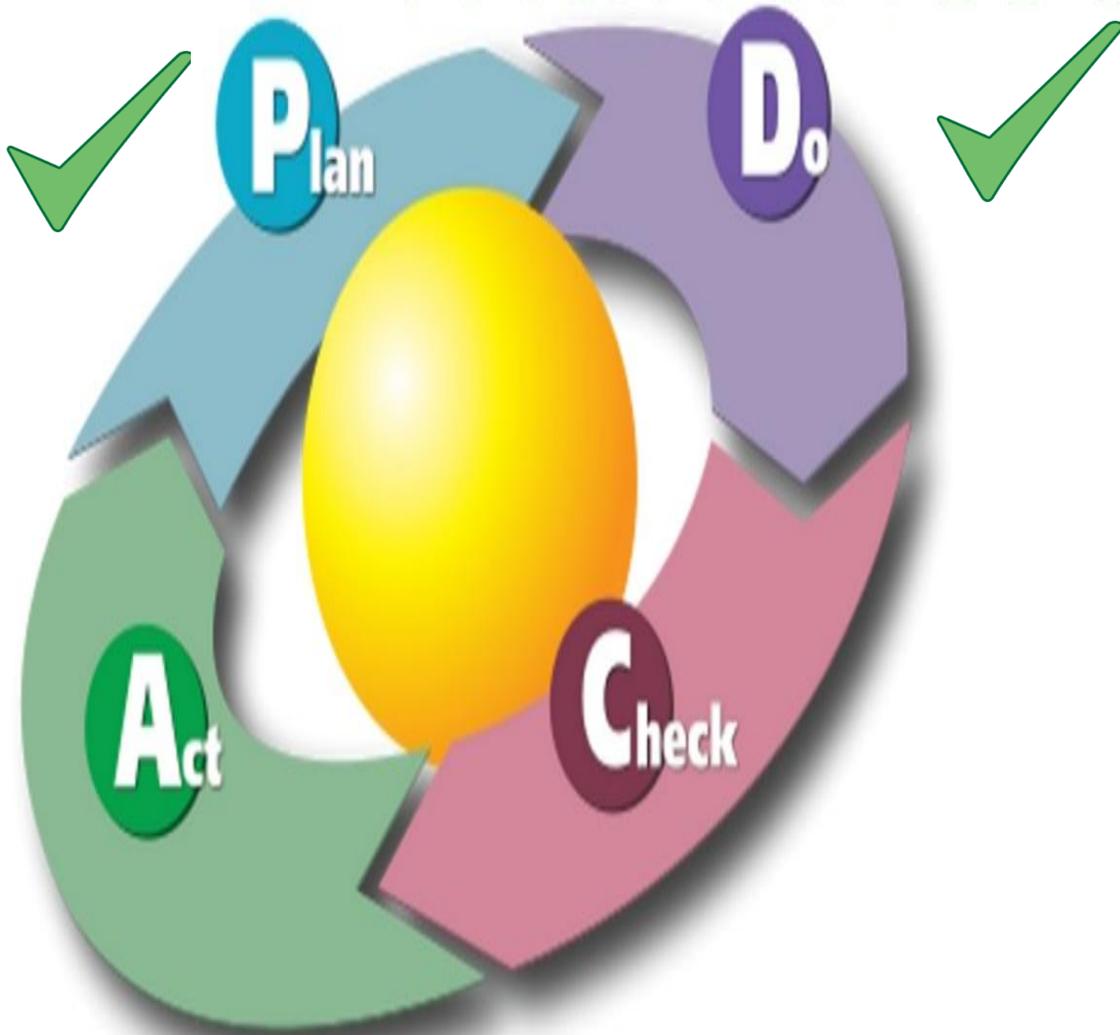
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Alumni team introductions:

- Events
- Estates
- Humanities
- Library Procurement
- Stock Control
- Student Services
- Taste Manchester
- Finance

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Purpose of the Alumni group:

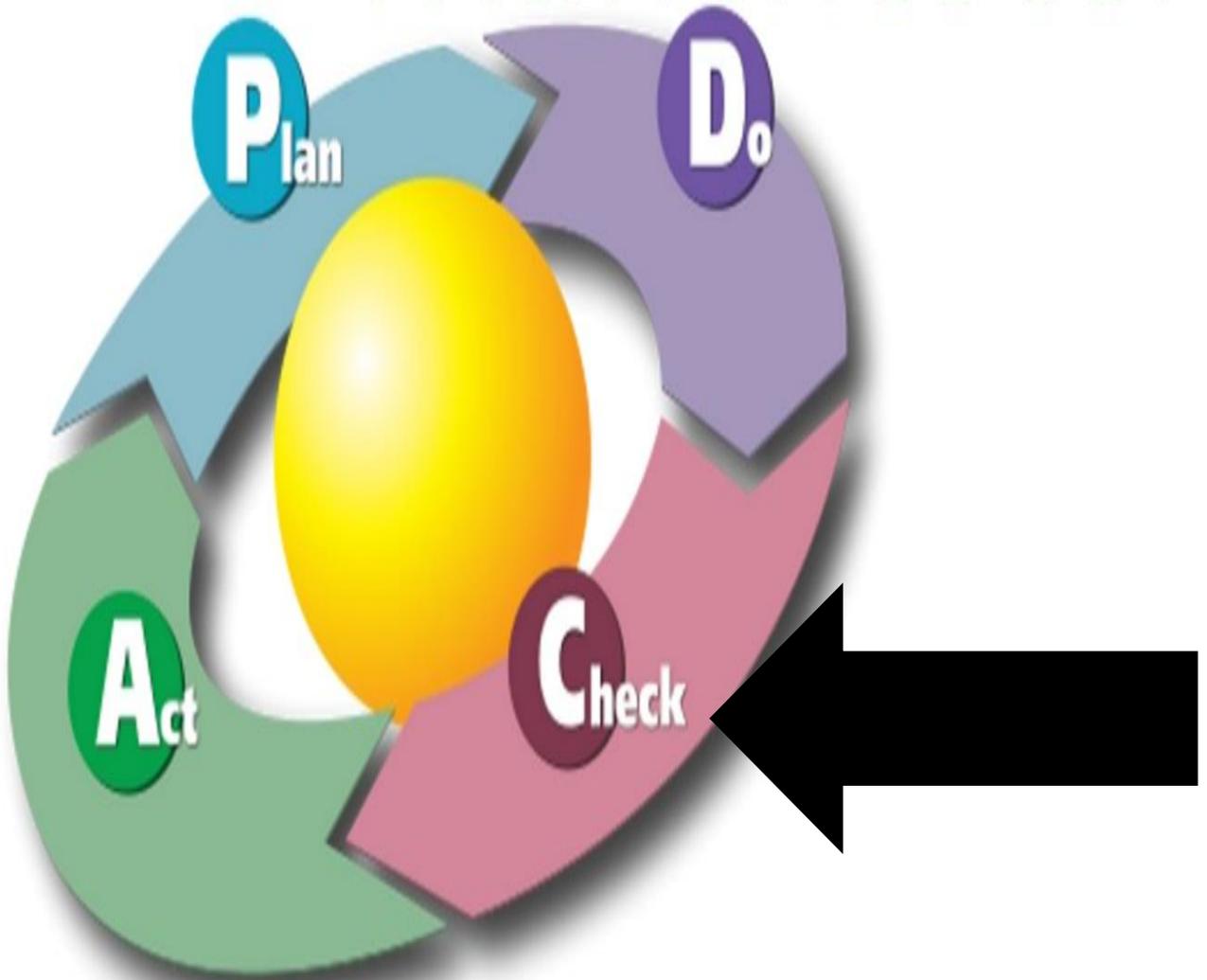
To create a group of managers and other staff within the University of Manchester who are interested in developing their Lean Six Sigma skills and who will contribute to embedding a culture of continuous improvement at The University of Manchester.

Lessons learnt by your project teams

- Brief reviews of your events
- What happened next?
- What worked for your team?
- What didn't?
- How have you sustained improvements?
- How have you measured improvements?

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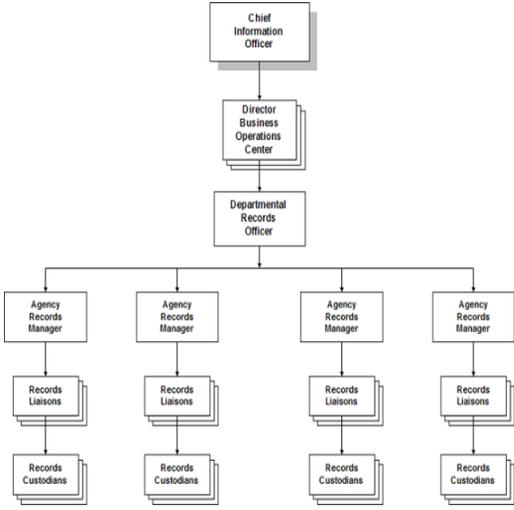
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What is 5 S?

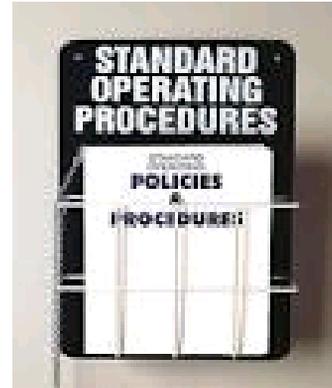
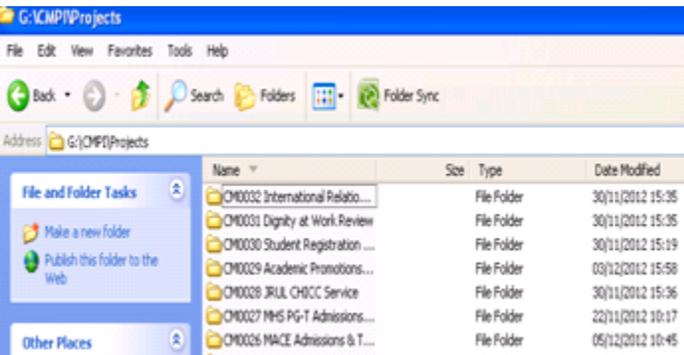


Examples of 5 S



Visible Organisational Structures

Clear filing systems

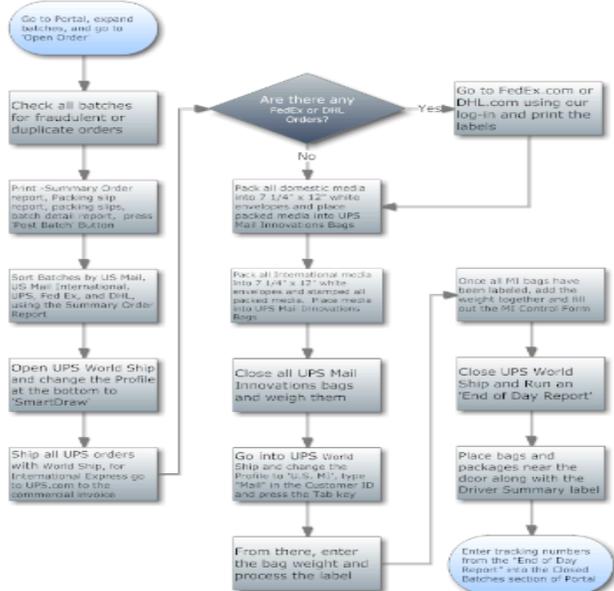


Clearly labelled Shared Drives

Shared process maps

A place for everything

Shipping Process Flowchart



**A simple technique to
make a big difference.**

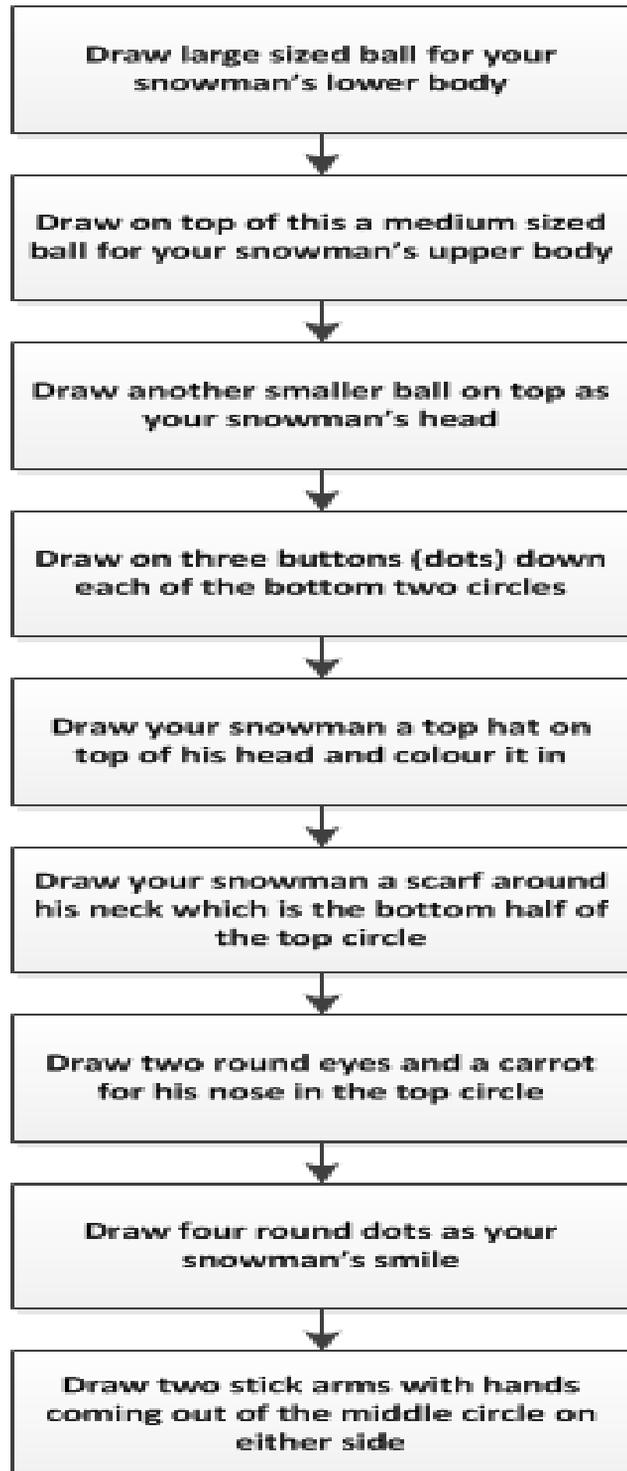
**During our reviews we
have planned and made
changes to our process so
the next step is to **check**
if they are sustained
within the workplaces?**

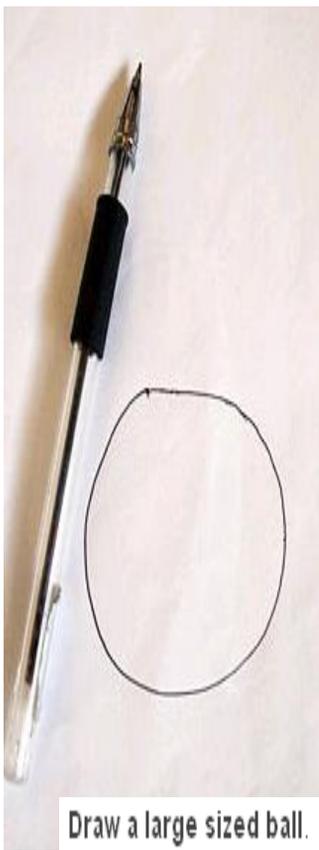
Task: Draw a snowman

Lessons learnt from comparing outputs:

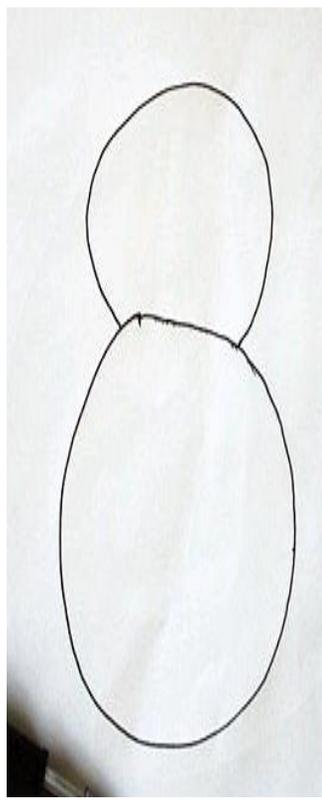
- *Significant variation in the understanding of request*
- *High variation in output is subject to individuals interpretation of limited instructions provided*
- *No clarification/ specification / critical success factors were provided so cant be used to judge which is correct*

Snowman Standard Operating Procedure:

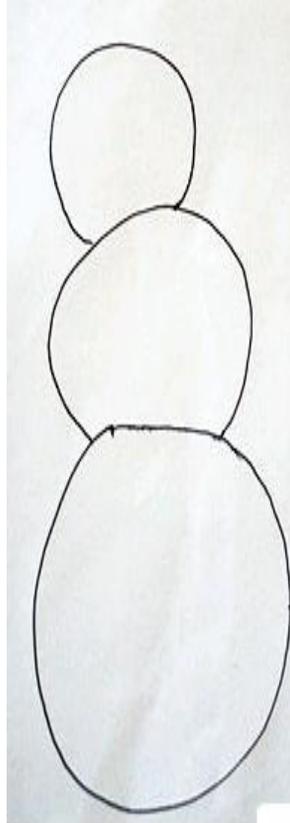




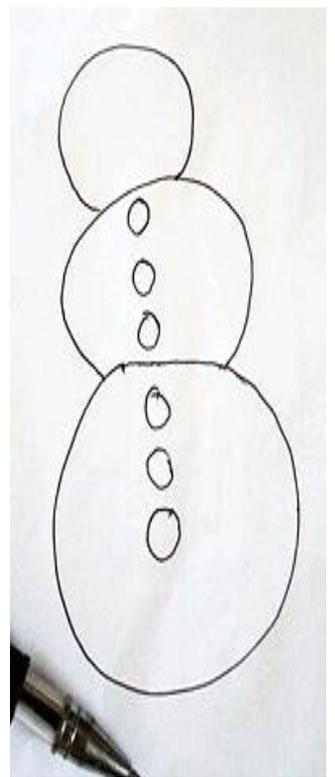
Draw a large sized ball.



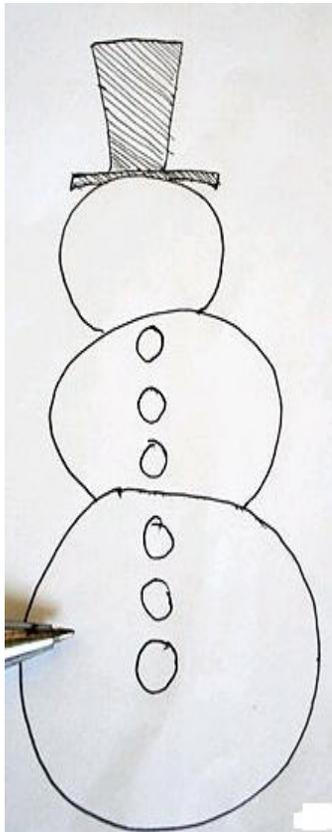
Draw on top of this, a medium ball.



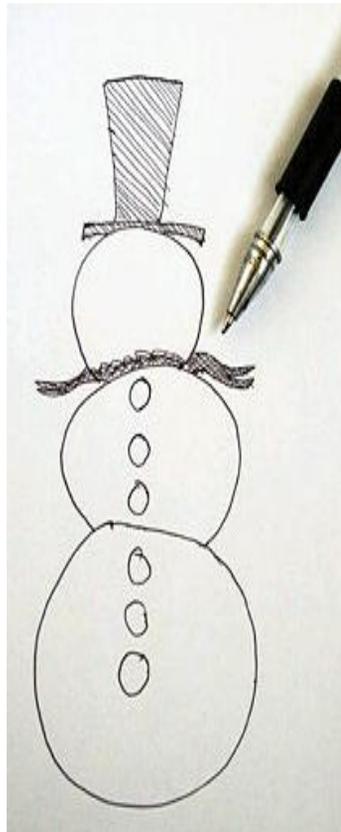
Draw another ball on top of those that is slightly smaller than the rest.



Draw some dots (buttons) down the bottom two circles.



Draw a hat that looks like a top hat for your snowman's head.



Draw a scarf to go around its neck, which is the bottom part of the top circle.



Add two eyes a pointy nose and a mouth to its head.



Draw two stick arms coming out of the middle circle.



Lessons learnt from introducing a Standard Operating Procedure within teams

- Minimises variation
- Creates improved understanding
- Input meets criteria
- Removes unnecessary items
- Output meets required specification
- Reduces the number of errors and rework/ duplication

These are typical Improvement Event Activities.

Can you identify what tasks take place before a process review improvement event takes place with the project team?

Need for Improvement identified

Test Period completed

Initiation meeting held

Communications Plan produced

Stakeholder Matrix produced

Sponsor Presentation

SIPOC completed

Kano Model completed

Value Proposition Statement produced

Test review meeting held

5 Rs applied to process maps

Project Charter agreed

Issues Identified

Flow charting ideal process

Action List identified

Project teams identified

Training Matrix produced

Wastes Identified

Trial Data Collection

Review meeting held

5 s applied to workspaces

Visits to sites completed

Flow charting current process

Push and Pull considered

Now can you identify what tasks take place before a process review improvement event takes place with the project team?

Ahead of a Review meeting	During Review meetings
1. Need for Improvement identified	7. SIPOC completed
2. Project Charter agreed	8. Kano Model completed
3. Project teams identified	9. Value Proposition Statement produced
4. Initiation meeting held	10. Flow charting current process
5. Data Collection Agreed	11. Issues Identified
6. Visits to sites completed	12. Wastes Identified
	13. 5 Rs applied to process maps
	14. Push and Pull considered
	15. Flow charting ideal process
	16. Action List identified
	17. Stakeholder Matrix produced
	18. Training Matrix produced
	19. Communications Plan produced
	20. Sponsor Presentation
	21. Test Period completed
	22. Test review meeting held
	23. 5 s applied to workspaces

Benefits of 5 S

The Five S task focuses on having visual order, organisation and standardisation. The results you can expect from completing this task are:

- Improved efficiency
- Improved service
- Improved safety
- Designated places for all essential process items
- Clarity of task ownership
- Visual management of information that can easily be shared
- Identify problems more quickly
- Development of control through visibility
- Establish convenient work practices
- Promote stronger communication among staff
- Incorporate clearing into daily routine - Eliminate spring cleaning / annual clear outs

Future Alumni events

4th July 2013 at 2.00pm

Suggestions for areas for future reviews:

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Further help contact us **details:**

Website:

<http://www.staffnet.manchester.ac.uk/services/change-management-process-improvement/>

Telephone number: **0161 306 6110**

Email: **CMPI-TEAM@listserv.manchester.ac.uk**